

Strategic Customer Success Architect

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Company: Mixpanel

Location: Israel

Category: other-general

About Mixpanel

Mixpanel is an event analytics platform for builders who need answers from their data at their fingertips—no SQL required. When everyone in the organization can see and learn from the impact of their work on product, marketing, and company revenue metrics, they are poised to make better decisions.

Over 8,000 customers, including companies like Netflix, Pinterest, Sweetgreen, Samsara, and Uber, use Mixpanel to understand their customers and measure progress. Our commitment is to provide the most comprehensive and reliable analytics platform accessible and trusted by all.

About the Customer Success Team

Mixpanel's Customer Success & Solutions Engineering teams are analytics consultants who embed themselves within our enterprise customer teams to drive our customer's business outcomes. We work with prospects and customers throughout the customer journey to understand what drives value and serve as the technical counterpart to our Sales organization to deliver on that value. You will partner closely with Account Executives, Account Managers, Product, Engineering, and Support to successfully roll out self-serve analytics within our customer's organizations, help the customer manage change, execute on technical projects and services that delight our customers and ultimately drive ROI on the customer's Mixpanel investment.

About Mixpanel in Israel

Mixpanel is the best-known and respected Digital Analytics platform in Israel. With hundreds

of paying customers from Israel, from the entire spectrum of industries, we are proud to work with some of the largest and most fascinating customers that have come out of Israel in recent years, including Viber, eToro, Taboola, Fiverr, and Monday.com and many more. The Israeli market represents one of Mixpanel's most exciting markets, with a concentration of Tier 1 tech and start-ups and a high focus on VCs. We have witnessed a high level of growth in the Israeli market since we put a team on the ground team in November 2021. For this reason, we are looking to add a Sales representative in the territory. This Sales representative will work under the direction of our Country Manager in Israel and be part of a team on the ground- in Tel Aviv.

About the Role

As a CSA, you will partner with customers throughout the customer journey to understand what drives value, beginning from the pre-sales running proof of concepts to demonstrate quick time to value, to post-sales onboarding and implementation where you set customers up for long-term success with scalable implementation and data governance best practices. Throughout the entire customer lifecycle, you will work to understand how analytics can drive business value for your customers and will consult them on how to maximize the value of Mixpanel including managing change during Mixpanel's rollout, defining and achieving ROI, and identifying areas of improvement in their current usage of analytics. For large enterprise customers, post onboarding, you will also continue alongside the Account Managers to drive data trust and product adoption for 100+ end user teams through a change management rollout approach.

Responsibilities

Serve as a trusted technical advisor for prospects/customers to provide strategic consultation on data architecture, governance, instrumentation, and business outcomes

Effectively communicate at all levels of the customer's organization to influence business outcomes via Mixpanel, design and execute a comprehensive analytics strategy, and unblock technical and organizational roadblocks

Own the customer's success with Mixpanel — documenting and delivering ROI to the customer throughout their journey to transform their business with self-serve analytics

Own onboarding and data health for our strategic and high-value prospects/customers, including ongoing enhancements to their data quality and overall tech stack integration

Engage with customers' engineering, product management, and marketing teams to handle technical onboarding, optimize Mixpanel deployments, and improve data trust

Deliver a variety of technical services ranging from data architecture consultations to adoption and change management best practices

Leverage modern data architecture expertise to create scalable data governance practices and data trust for our customers, including data optimization and re-implementation projects

Successfully execute on success outcomes whilst balancing project timelines, scope creep, and unanticipated issues

Bridge the technical-business gap with your customers — working with high-level business stakeholders to define a strategic vision for Mixpanel and then working with the right business and technical contacts to execute that vision

Collaborate with our technical and solutions partners as needed on data optimization and onboarding projects

Be a technical sponsor for internal engagements with Mixpanel product and engineering teams to prioritize product and systems tasks from clients

Serve as a mentor for junior members on the team, coaching them to better outcomes and sharing best practices

We're Looking For Someone Who Has

Experience consulting on defining and delivering ROI through new tool implementations

Experience working with VP and C-level members of the customer organization to define a strategic vision and successfully leveraging those members to deliver on that vision

The ability to communicate with stakeholders at all levels of an organization — from talking with developers about the ins and outs of an API to talking to a CIO about organizational efficiency

Experience in data querying, modeling, and transforming in at least one core tool, including SQL / dbt / Python / Business Intelligence tools / Product Analytics tools, etc.

Familiar with databases and cloud data warehouses like Google Cloud, Amazon Redshift,

Microsoft Azure, Snowflake, Databricks, etc.

Familiar with product analytics implementation methods like SDKs, Customer Data Platforms (CDPs), Event Streaming, Reverse ETL, etc.

Familiar with analytics best practices across business segments and verticals

Can manage complex projects with assorted client stakeholders, working across teams and departments to execute real change

Has a demonstrated successful record of experience in customer success, client-facing professional services, consulting, or technical project management role

Excellent written, analytical, and communication skills

Strong process and/or project delivery discipline

Eager to learn new technologies and adapt to evolving customer needs

Benefits and Perks

Comprehensive Medical, Vision, and Dental Care

Mental Wellness Benefit

Generous Vacation Policy & Additional Company Holidays

Enhanced Parental Leave

Volunteer Time Off

Additional US Benefits: Pre-Tax Benefits including 401(K), Wellness Benefit, Holiday Break

please note that benefits and perks for contract positions will vary

Culture Values

Be Open When knowledge becomes open, we can come together as a team to collaborate around a shared purpose

Customer Focus: Our customers' success is our success

Lead Change: Everyone at Mixpanel has the capacity to make an impact on the business

Results Oriented Driving results in a measurable way ensures we stay focused on the highest impact initiatives

One Team: We can't win without each other

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